



SOCIAL SERVICES SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and supervise a major social services or community program such as community education and employment; youth and family counseling, crisis response and mediation services; and adult and juvenile diversion, adult probation and substance abuse screening services; and to supervise the staff involved in providing such services to the community.

Supervision Received and Exercised:

Receives direction from the Deputy Community Services Manager – Social Services or from other supervisory and management staff.

Exercises direct supervision over professional and clerical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Develop, implement, supervise, promote and evaluate social service activities and services in assigned service and program areas; develop, recommend and implement program activities including diversion/probation and substance abuse screening, community education and employment, and youth and family counseling.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing social/community services and programs; work with program participants and staff to ensure program effectiveness.
- Interview and assess program participants to determine their needs, abilities, and program expectations and requirements.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services; recommend and implement policies and procedures.
- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.

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- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Coordinate program activities with those of other departments, outside agencies and organizations, and City staff .
- Plan, develop and implement contracts with providers of specialized services; administer and revise contracts as necessary; oversee contracted providers to ensure contractual compliance.
- Ensure program compliance with pertinent laws, rules and regulations.
- Maintain awareness of new developments and legal requirements impacting social services; incorporate into existing programs as needed.
- Consult with school officials, courts, emergency service staff, police, probation and public assistance staff, and other public and private agency representatives to seek assistance and find solutions to participant problems.
- Purchase necessary equipment and supplies; initiate bids for service providers; prepare bid specifications as required.
- Answer questions and provide information to program participants, city employees and the public.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of experience in the implementation and coordination of social services programs.

Training:

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Equivalent to a Master's degree from an accredited college or university with major course work in social work, criminal justice, sociology, education, psychology or a related field.

Licenses/Certifications:

May require the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

Possession of, or the ability to obtain by time of hire, certification as a Mental Health Professional by the Arizona Board of Behavioral Health Examiners.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 5310

Salary Range: 39

FLSA: Exempt